DTS-W NEWSLETTER

Michael A. Newton
Director, DTS-W

Reminder: FY 99 cut-off approaches!

Message from the Director

 My thanks to all of our customers for the great turnout we had at Forum "99" on 9 March 1999. Although the snow caused us to cancel the afternoon session, I hope that you found the event beneficial. As I said at the conference, your feedback in the past has enabled us to improve this annual event. Please do not hesitate to let your DTS-W account manager know your likes and dislikes related to Forum 99. We have decided that, in the future, this annual event will be scheduled sometime between the months of April and October.

By the time you receive this newsletter you should be receiving monthly bills (Form 4445R) with the FY99 stabilized monthly TEMPO line rate of $24.66. You should have also fully converted to the new Skytel pagers. If you are experiencing problems with either the new TEMPO line rate or your new pagers, please notify your DTS-W account manager immediately.

For telecommunications equipment that is Y2K compliant please check the Bell Atlantic web sites at **www.bellatlantic.com/year2000/** or **www.bacreative.com/federal/search/search.asp**. Additional Y2K information can be found at the GSA site **http://y2k.fts.gsa.gov**. Please reference our TSCO memorandum dated 29 January 1999 (all TSCO's) and 1 February 1999 (PBX customers only). Although Bell Atlantic has certified that all of our TEMPO network switches are Y2K ready as well as our ISDN telephone sets; DTS-W, shares responsibility with its customers, to verify that premise equipment purchased through DTS-W is Y2K compliant. It is impossible for DTS-W to do this without your active participation. This is especially important in the area of PBX's and LAN's.

In closing, please remember that your participation and input of requirements are critical to the DISA/DTS-W effort to implement the follow-on to TEMPO. DISN 2000 NCR MAN customer meetings are held monthly at the DISA PM office at Skyline #5. Please call 703-681-1643 for more information.

Michael A. Newton
Director

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Enclosed with this edition of the Defense Telecommunications Service – Washington Newsletter is information from the Bell Atlantic Operating Systems Control (BAOSC) User Group (BUG) entitled the "BAOSC Corner". This information along with the information included in the Newsletter may impact your telecommunication services. Please retain copies of the Newsletter for your reference. To ensure that the Newsletter remains informative, we ask that you submit questions, comments, or any information wished to be included to Defense Telecommunication Service – Washington (DTS-W) Plans and Operations Branch. Electronic responses may be submitted to **petersrm@dtsw.army.mil** or Ms. Rene'e Peters @ 703 696-7880. Look for us at our website: **www.dtsw.army.mil** Comments can also be mailed to:

> DTS-W NEWSLETTER
> ATTN: PLANS AND OPERATIONS BRANCH
> DEFENSE TELECOMMUNICATIONS SERVICE – WASHINGTON
> 1700 NORTH MOORE STREET, SUITE 1475
> ARLINGTON, VA 22209 - 1903

fy year cutoff dates!!

Fiscal Year (FY) 1999 Cut-Off Dates for Submission of Telecommunication Procurement Requisitions and Service Order Requests

In the interest of providing a smooth transition from FY99 to FY00 it is necessary for DTS-W to establish the following FY99 cut-off dates:

	Received by DTS-W COB	Received by DSS-W COB
Requests via DD1262 for TEMPO and TMP-FT Belvoir Contracts	1 September 99	7 September 99
Reqs $2,501 - $100,000	1 September 99	3 September 99
Reqs under $2,500 (WILL BE ACCEPTED ONLY IN CASES WHERE THE REQUIREMENT CAN NOT BE ACQUIRED USING PURCHASE CARDS)	15 September 99	17 September 99

Telecommunications procurement requisitions should be received in DTS-W no later than COB the aforementioned dates to insure time for preparation, processing and compliance with Defense Supply Service-Washington (DSS-W) requirements. DSS-W advises that submission of requirements after the cutoff date or submission of incomplete packages will result in the increased risk that requirements will not be awarded prior to the end of the fiscal year.

Emergency requisitions (with proper justification and signature of the agency director or commander) received after the designated cutoff date must include the impact to your agency if the requirement is not processed during FY99. Your request for exception will then be considered on a case-by-case basis.

Any service order activity via the DD410 Blanket Delivery Order must reflect an FY99 Job Order Number (JON) and reach DTS-W by COB 30 September 1999. After this date all orders must reflect an FY00 JON.

Additionally, in order to ensure that certain procurements are ready at the beginning of the new fiscal year, the following cut-off dates are established:

	Received by DTS-W COB	Received by DSS-W COB
Reqs for continuing requirements (I.e., maintenance of equipment, Dedicated technicians)	28 June 1999	2 July 1999

Only the FY00 requirements described above are to be submitted early. Requisitions for supplies and equipment for FY00 should not be submitted until the FY00 continuing resolution or the DoD appropriation act is passed.

Each request to continue service for the new fiscal year must include a statement signed by the Fiscal Officer citing funds to be made available in FY00 as follows:

"This requirement is issued in anticipation of the enactment of the FY00 Department of Defense Appropriation Act or the FY00 Continuing Resolution, will be subject to all provisions of the Act that become applicable on 1 October 1999, and may NOT be cited for verification of funding until passage of either of the above acts and until 1 October 1999"

For questions, please contact your DTS-W Account Manager or call 696-7434 and your call will be forwarded to the appropriate individual.

ORDERS FOR GOODS OR SERVICES PRICED AT $2,500 AND UNDER

DTS-W has received guidance regarding orders for goods or services priced at $2,500 and under from Mr. Stephen R. Bachhuber, DSS-W, Principal Assistant Responsible for Contracting.

Defense Supply Service-Washington has requested that all requirements priced at or below the micro-purchase threshold of $2,500 are processed using the Government wide Commercial Purchase Card as the method for acquiring the goods and/or services. This applies to contracts; purchase orders, such as DD 1155, orders under task and delivery order contracts, orders under basic ordering agreements, and calls against blanket purchase agreements.

DTS-W's IDIQ contracts using billing account codes as the method of payment are exempt from this policy.

There may be an occasion when no other instrument than a purchase order can fulfill your requirement. In such a circumstance, the rationale for using a purchase order must be documented and a plan to avoid using a purchase order for any like follow-on requirements must be provided. DTS-W will submit your rationale and plan to DSS-W for their approval. If approval is granted, your account manager will process your request.

Credit Card Program

DTS-W would like to urge all of our customers to use their agency credit card to purchase telecommunications equipment under $2500.
If you do not have a credit card or need training on how to use it, contact DSS-W personnel listed below.

To Obtain a Credit Card: Christina Bolar—(703) 693-0767
For Training: Michelle Ayer—(703) 693-5001

Broadcast Voicemail Messages

Broadcast voice mail messages and memorandums are sent out by DTS-W periodically, to all TSCOs and Fiscal Officers, disseminating information pertaining to BAOSC, special events, conferences, etc. This is our way of keeping you abreast of all upcoming activities and events. If you have not received a broadcast voice mail message within the last 90 days, please inform your DTS-W Account Manager or call (703) 696-7758, to be added to the list.

Be sure to look for us at our website, for updates, TSCO memos, newsletters and more!
www.dtsw.army.mil

SKYTEL NEWSFLASH !!

- **The new SkyTel Order Form no longer contains the advanced messaging bundle pack, previously used during the implementation period.**
- **The personal 800 number and pager maintenance are not automatically included with an order of the advanced messaging unit (SkyWord Plus or SkyWriter).**
- **For these options, as well as associated hardware, please remember to select the appropriate boxes.**
- **For additional information, contact Ms. Theresa Wood on (703) 696-0035 or E-mail WoodT@dtsw.army.mil.**

DISN 2000 NCR MAN PMO

As a reminder, the DISN 2000 NCR MAN PMO is hosting a Users Group Meeting on the first Wednesday of each month. The meetings will be held at 5111 Skyline, Sky 5, Leesburg Pike, Suite 100, RM140/141, 1300-1500. Please contact Ms. Ellen McDermott at (703) 681-1645, for questions. The PMO will e-mail an agenda to you.

The purpose of the meetings is to provide you PMO progress and to address any issues you may have, as well as your input. Currently the PMO is meeting with customers, briefing CIOs, obtaining buy-in to the program, collecting requirements, conversing with industry, analyzing survey results, drafting operational concepts, addressing funding, developing engineering models and refining milestones.

As we progress through the acquisition stages leading to contract award, we will continue to solicit your input.

BAC ABOLISHMENT II

One of the most difficult processes, for DTS-W staff and customers is BAC abolishment. Generally, the equipment/services held in an account have been accumulated over many years. We, however, tend to believe that accounts can be closed in a short time. DTS-W currently has a working group – whose members are exploring ways to streamline the process of abolishing a BAC. Your Account Manager will work with the DTS-W Resources Branch to insure a smooth transition. We ask the TSCOs to please be reminded of some specific responsibilities when an account is abolished:

- **Insure all telephone lines, circuits, fax lines, pagers, cellular phones and calling card associated with the account have been disconnected. Maintenance agreements and any other billable services associated with the account must be terminated.**

- **A service order/service request must be placed with the service provider in order to disconnect these services. Your Account Manager can assist you identifying what services or equipment should be disconnected.**

- **In some instances, you may wish to retain some services/equipment within the account. The retained services/equipment must be transferred to another account.**

- **When arrangements for termination or transfer of services have been completed, a written request to abolish the BAC must be sent to your Account Manager. The BAC will not be abolished until all final billing for services/equipment have been cleared. As an alternative, you may wish to designate another BAC to cover final billing.**

Citing results from our customer satisfaction survey, market studies, analysis and staff needs assessment, DTS-W focused on six Major Focus Areas (MFA) of our business processes ripe for improvement.

Since June 1998, with support from Booz Allen & Hamilton, we have studied MFA teams comprising of sister agency, contractor and DTS-W personnel. Specifically, we looked at the Acquisition, Provisioning, Billing, Funding, Customer Relations/Awareness and Human Resource Enrichment business process. Six months later, the MFA teams began meeting with small teams of you, our customers, to solicit ideas, comments and feedback of a future business process system.

Determined not to repeat the mistakes of the past, we are eliminating non-value services, by integrating your input from the team sessions in each MFA and we are rebuilding processes to ensure your needs.

The six MFAs form the backbone of our Business Process Re-engineering (BPR) effort. The BPR goals are to: a) develop efficient, effective and clearly defined processes b) Integrate technology as a processing tool c) Eliminate unnecessary manual work, improve communications and maintain a focus on the customer.

Our MFA teams have zoomed in on three solution areas. First, we will offer more products, using multiple vendors through flexible contacts, to enable faster and better service. Second, we will use the World Wide Web to provide on-line ordering, order tracking, product descriptions and product selection. Last, we will improve communications through automatic e mail of delivery dates; user friendly bills, written in plain language and a more responsive resolution of customer inquiries with end to end accountability.

As a result of the survey taken at the TSCO Forum, all indications show that you approve of these solution areas. Your ideas, comments and feedback have challenged, enriched and validated our to–be business processes. Our quality journey has been long and at times frustrating. Along the way we have learned to value teamwork, continuous process improvement, but more importantly, to keep customer focused in all we do.

Resources Branch Restructures

As a result of the valuable input we received from our customers, DTS-W is restructuring the Resources Branch. Resources Branch prior structure consisted of two sections: (1) Service Orders and Billing (SO&B), and (2) Budget and Funding. The restructuring adds a Quality Control Section (QCS) to the Branch, as well as, implement major changes within the prior sections.

First impact is to the SO&B section. The section now functions as three teams of billing experts. The bills processed, such as COAPS, CRIS, SkyTel, FTS-2000, etc define each team. The teams interface with the account managers and project managers for the sole purpose of providing better customer service.

Second impact was to develop a Quality Control Section. The QCS monitors the complete billing cycles, assist with the PageNet Closeout, and acts as billing liaison to the Single Agency Manager (SAM).

The third and final impact is to restructure the Budget and Funding Section to better meet customers demands. Plans are to meet with our customer base sometime in April and solicit your feedback regarding the future-funding module.

We appreciate all your input to date, and we are looking forward to your ideas for the future. If you have any questions contact Debi Ramos at 703-696-8416.

Alpha Team

Margie Hussey (703) 696-8672
COAPS, CRIS 1240

Charlie Team

Nina Kelly   (703) 696-0036
BAMS, FTS 2000, DITTCO,
Fax Maintenance, Harris, BA
Trunking (Ft Belvoir)

Bravo Team

Joyce Thompson (703) 696-8417
CABS, CRIS 1275, 999/971/P.O.,
MB Lines, Small Frame Relay 1275
Skytel 1275 Related

Quality Section

Darline Wright (703) 696-7878
Monitor Billing Cycle, PageNet Closeout
SAM Liaison

BAOSC USER GROUP (BUG):

Until further notice, the BUG will discontinue regularly scheduled meetings. Upon request, DTS-W and Bell Atlantic will continue to meet with agency Telecommunications Service Officers (TSCOs) and their designated representatives to address issues/questions relating to the BAOSC system/processes. To schedule an appointment, please contact Ms. Jackie Fowler at 703-696-8671 or fax a completed BAOSC USERS GROUP FORM (attached) to 703-696-8695.

ISDN WORKSHOPS and BAOSC TRAINING

FORMER BAOSC USERS AND TRAINEES

Have you attended BAOSC training but have little experience using it? BAOSC Training Review is available as a refresher for service order flow, basic keystroke, and line features. During this three-day class, you will review the functions for ordering service, changing features, and retrieving reports. This course requires a JON number to bill the $625.00 cost to your BAC/LG.

FIRST-TIME BAOSC USERS

Do you know what BAOSC can do for you? BAOSC will help you save time and money on service orders; provide flow-through service for provisioning, inventory and maintenance; and generate reports for service orders, inventory and maintenance. Training is available for both ISDN and analog users.

The cost of the following classes is pro-rated by DTS-W for primary and alternate TSCOs (the first two courses are newly revised pre-requisites for BAOSC training):

- *Basic ISDN Concepts and Applications*
- *Ordering ISDN for TEMPO - The Nuts and Bolts*
- *BAOSC for TSCOs*

ISDN DATA APPLICATIONS WORKSHOP

Are you ready to learn about the data options available with ISDN? The *ISDN Data Applications Workshop* offers both lecture and hands-on exercises for you to become familiar with ISDN design and networking options. The cost of $230 per person will be billed to your BAC/LG via a JON number.

Classes are scheduled as registrations meet the minimum class size. For all courses, call the TEMPO Training Coordinator at 703/816-4219 to gain course descriptions or be wait-listed for future classes.

## ISDN SET VIDEOTAPE AND CBT

Have new personnel joined your agency since your ISDN conversion and initial ISDN Set training? A videotape and a CBT – computer-based training diskette in both PC and Mac versions – are now available to provide an overview of ISDN Set features and programmable functions. To obtain a copy of these materials, contact DTS-W Training Officer Ylonda Howard, 703/696-8642.

BELL ATLANTIC HOURS OF OPERATION

                                                                    Monday through Friday

- **BUSINESS OFFICE**   **703-816-4655**   **7:30 a.m. to 4:00 p.m.**
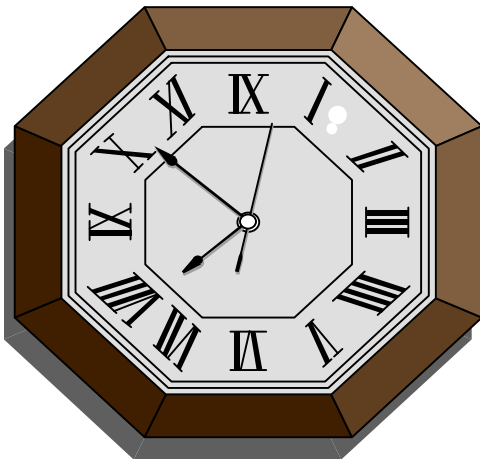
- **BAOSC HELP DESK**   **703-816-4559**   **7:00 a.m. to 4:00 p.m.**
                                                                    Monday through Friday

- **TEMPO REPAIR NO.**   **703-693-2202**   **24 hours per day**

- **BELL ATLANTIC CONTINUES TO OFFER TSCOs THE OPPORTUNITY TO VISIT THE BUSINESS OFFICE FOR ADDITIONAL "HANDS ON" ASSISTANCE IN THE USE OF BAOSC. ADDITIONALLY, BAOSC SUPPORT MANAGERS WILL MAKE "SITE VISITS" IF NEEDED. TSCOs ARE ENCOURAGED CONTACTING THEIR ACCOUNT MANAGER OR THE DTS-W SMC OVERSIGHT OFFICE (696-8672) TO SCHEDULE AN APPOINTMENT.**

<u>**BAOSC USER GROUP (BUG)**</u>
<u>**FORM**</u>

_____ I would like a response to the following question(s).

_____
_____
_____
_____
_____
_____

_____ I would like to schedule a visit with DTS-W and Bell Atlantic's BAOSC
Support Staff.

The response should be forwarded to:

NAME:_____
AGENCY:_____
ADDRESS:_____
_____
BAC:_____LG:_____ PHONE:_____
FAX:_____
ON-LINE BAOSC (Y / N)   ISDN (Y / N)   ANALOG (Y / N)

Return form to:
Defense Telecommunications Service - Washington
1700 N. Moore Street, Suite 2350
Arlington, VA 22209
Attn: Jackie Fowler, Phone (703) 696-8671/ Fax (703) 696-8695

Unscramble the Puzzle

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R	I	T	E	P	E	I	M	E	T	O	C	E	S
T	L	A	K	U	E	R	G	Y	N	U	K	N	E
I	L	A	S	S	T	I	U	S	W	A	L	T	R
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S	E	B	P	O	S	P	L	I	T	T	E	R	O
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U	H	D	R	D	W	A	R	E	S	Y	C	I	R
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I	R	N	G	G	H	R	A	U	S	I	S	N	E
T	Y	U	R	T	R	R	F	A	N	N	I	L	C
Y	R	E	S	O	R	I	I	E	G	R	D	P	I
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T	Q	P	U	R	I	C	A	O	I	F	F	N	S
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A	C	Q	A	I	S	I	L	C	A	N	I	L	O
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A	W	A	B	Q	S	T	N	U	M	H	U	V	L
T	J	L	B	P	L	S	J	P	O	T	R	E	C
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Homing	**Brittle**
bridge tap	**Macros**
Adobe	**Segment**
security	**Bill Gage**
transmit	**Security**
reverse	**Commonality**
lawsuit	**Matrix**
feedback	**Java**
kernel drive	**Hybrid**
splitter	**Certification**
class of service	**Internet**
Concept	
Printer	